NEWS RELEASE

IPS, Inc.
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IPS Pro and InfiniVAN Launch Voice AI Operator Support Service: Begin Licensing Sales for Gnani, India's Leading AI Technology Company

IPS Pro, Inc. (hereinafter “IPS Pro”), the Japanese domestic telecommunications subsidiary of IPS, Inc. (hereinafter the “Company”), and InfiniVAN, Inc. (hereinafter “InfiniVAN”), the Philippine telecommunications subsidiary of the Company entered into a sales agency agreement in October 2025 for the licensing of Voice AI technology developed by India's advanced AI technology company Gnani Innovations Private Limited (hereinafter “Gnani”). IPS Pro and InfiniVAN hereby announce that they will commence offering operator support service powered by Voice AI (hereinafter the “Service”) in Japan, the Philippines, and Southeast Asia. This Service enables automation of customer relations.

1. Background and Overview of Service

In recent years, Japanese companies have faced a worsening labor shortage due to the declining birthrate and aging population. Call center operators, to whom IPS Pro primarily provides services, are also facing difficulties in securing personnel. Against this backdrop, driven by digitalization and diversity considerations, there is a strong demand for improving operational efficiency and customer service quality using AI and automated voice response (Voicebot) systems.

InfiniVAN customers are now also required to build advanced customer management systems across various sectors, including financial institutions and manufacturers, due to the progress of digitalization. As announced in the Company’s July 29, 2025, news release “InfiniVAN signs MOA with the University of the Philippines for joint development of "LikásGPT": An AI-Powered, Locally Attuned CRM System,” InfiniVAN is advancing the joint development of “LikásGPT,” a next-generation regionally focused customer management system (CRM) utilizing generative AI, together with the University of the Philippines, aiming to expand services using AI technology.

To address these challenges, IPS Pro and InfiniVAN will launch the Service using Voice AI technology developed by Gnani. Specifically, leveraging cutting-edge technology such as over 99% Japanese speech recognition accuracy and a 0.8-second response time (industry average: 2.5 seconds), they will provide the following services in a single package:

- Voice Authentication: Customer authentication via voice
- Automatic Response: AI voicebot providing automated voice responses
- Operator Support: Real-time summarization of customer requests and suggested responses
- Call Analysis: Emotion analysis and quality of service assessment

The Service can be implemented in as little as one week, covering system construction, development, and customization, enabling a low-cost initial launch. They will visualize customer information, enhance corporate productivity, and support improved customer satisfaction.

2. Service Targets

The Service is characterized by its versatility in meeting customer needs, enabling provision across a wide range of industries and sectors including finance, insurance, manufacturing, telecommunications, and e-commerce. Gnani also boasts numerous implementation cases with major global automotive companies, financial institutions, and consumer goods manufacturers.

In Japan, IPS Pro established a new AI CX Division in September 2025, building a support framework that accompanies customers from service implementation through operation. Similarly, InfiniVAN has a dedicated team that provides continuous support, from addressing customer requests to implementation.

3. Future Outlook

The impact of this Service on the Company's consolidated financial results for the fiscal year ending March 2026 will be minimal. Should any matters requiring disclosure arise in the future, it will promptly notify you. IPS Pro and InfiniVAN will continue to expand services utilizing AI technology and respond meticulously to customer needs.

■ **About Gnani**

Gnani is an Indian technology company specializing in AI technology, founded in 2016. Its team of exceptional experts develops AI agents supporting over 40 languages. Its services span marketing, customer engagement, and customer support, having supported the growth of over 200 companies worldwide.

■ **About IPS Pro**

A subsidiary of IPS, Inc., IPS Pro focuses on services for call center operators in Japan. Its unique solution services, centered on licensing the "AmeyoJ" platform—developed by an Indian company that unifies customer management and call center systems—are highly regarded.

■ **About InfiniVAN**

In the Philippines, InfiniVAN is working to solve social issues and reduce regional disparities through the construction of telecommunications infrastructure. In 2023, the Philippine Domestic Submarine Cable Network (PDSCN), connecting the Philippine islands, was completed. InfiniVAN now provides telecommunications services throughout the Philippines, from Luzon Island to the Central Visayas region and southern Mindanao Island.

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